

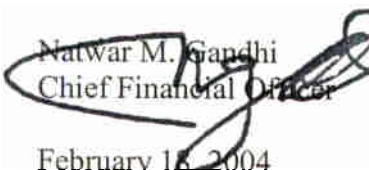
GOVERNMENT OF THE DISTRICT OF COLUMBIA
OFFICE OF THE CHIEF FINANCIAL OFFICER



Natwar M. Gandhi
Chief Financial Officer

MEMORANDUM

TO: All Employees

FROM: 
Natwar M. Gandhi
Chief Financial Officer

DATE: February 18, 2004

SUBJECT: Voice Mail Requirements

Effective immediately, I am requiring that every employee of the Office of the Chief Financial Officer (OCFO) who has a desk or cellular phone with voice mail capability comply with the Mayor's voice mail standards published below. Mayor Anthony A. Williams' goal is to have 100 percent of District government voice mails state similar, customer-friendly information. The Mayor's Customer Service Administration is randomly testing employee-recorded messages for compliance. I will also conduct random testing for compliance beginning February 23, 2004. The names of those not adhering to these standards will be turned over to Deputy Chief Financial Officers and Associate Chief Financial Officers for appropriate action.

Mayor's Voice Mail Standards (to be stated in your voice mail recording):

- Employee name and title
- Agency name
- Office hours
- The number to dial for immediate assistance (such as the front desk or "O" for operator).
- Caller options (i.e., leave a message, cell number, fax number, Web site, etc.)
- Calls will be returned within 24 hours or the next business day.

Your attention in achieving this goal is greatly appreciated.

If you have any questions, please feel free to call Pamela Madison at (202) 727-2476.